

Addresses:

Emma Nicholls
Practice Manager
Park Road Surgery
Emma.nicholls5@nhs.net

Health Service Ombudsman

Helpline on 0345 015 4033

or email phso.enquiries@ombudsman.org.uk

or via post to

Millbank Tower,

Millbank,

London SW1P 4QP.

Further information about the ombudsman is available at
www.ombudsman.org.uk.

Patient Advice & Liaison Service (PALS)

Richmond CCG
First Floor
Civic Centre
44 York Street
Twickenham TW1 3BZ

Telephone: 020 8734 3001
Email: richmondpals@nhs.net

PARK ROAD SURGERY

**37 Park Road
Teddington
Middlesex
TW11 0AU**

Telephone: 020-8977 5481

COMPLAINTS PROCEDURE

INFORMATION LEAFLET

Information Leaflet

We always try to give you the best possible service, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

We hope that most problems can be sorted out quickly and easily, often at the time they arise.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified, or mistakes that have been made.

If you wish to make a complaint please contact our Practice Manager, Emma Nicholls. She will take full details of your complaint and decide how best to undertake the investigation.

Depending on the issue raised, you may receive a telephone call to discuss your complaint or you will receive a written response, normally within 10 working days. If it cannot be done in 10 days, you will be notified and given an idea of response time. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. You may bring a friend or relative with you to the meeting.

Our practice procedure is not able to deal with questions of legal liability or compensation.

Please Note: We have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by that patient in person.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that on receipt of our written response or at the end of the meeting you will feel satisfied that we have dealt with the matter thoroughly.

When dealing with all complaints, it is not our policy to automatically release full medical records but rather to review medical records and base our responses on these. It is your right to receive a copy of your medical records following a Subject Access Request (SAR). If you would like to make a Subject Access Request please ask reception for a request form.

If you are not dissatisfied with our response you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact their helpline on 0345 015 4033, or email phso.enquiries@ombudsman.org.uk or via post to Millbank Tower, Millbank, London SW1P 4QP. Further information about the ombudsman is available at www.ombudsman.org.uk.

Alternatively you may contact the Patient Advice & Liaison Service, (PALS), and their telephone number is shown at the end of this booklet.

PALS can help to sort out problems or concerns that you may have about any NHS services and can advise on the organisation or service that might best help or advise you.